



NEWS RELEASE

DEFENSE FINANCE AND ACCOUNTING SERVICE

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San Antonio Celebrates Great Performers

On a recent trip to DFAS San Antonio, Thomas R. Bloom, DFAS director, presented 63 employees with the agency's highest customer service recognition, the Great Performer Award.

Wendy Baldwin, Ernest Bell, Evelina Beltran, Venice Boctor, Spec. William Brass, Linda Carr, Genevieve Coronado, Rosie Davenport (retired), Mary Davila, Susan Davila, Brenda Gamblin, Victor Gil, Carolyn Howard, Art Lomas, Rose Medrano, Addie Montgomery, Belinda Palacios, Myra Proyor, Sylvia Ramirez, Marilyn Riggs, Rita Summers, Esperanza Valdez, Sandee Weierbach, Minerva Ybarra were part of two Army and Air Force teams that helped lower Negative Unliquidated Obligation (NULOs) to reach agency targets.

NULOs are an agency-wide problem. DFAS Headquarters established a 10 percent NULO reduction goal in its performance contract to ensure better service and provide more accurate funding positions for our customers. The goal was to achieve a \$43.9 million reduction by Sept. 30, 1999. In June 1999, the goal changed from 10 percent to a 35 percent reduction by Sept. 30, 1999 to meet an aggressive FY 2001 goal of a 75 percent reduction to a \$14 million balance by Sept. 30, 2000.

Initially, the Army NULO team tackled Army NULOs that had reached \$86 million in January 1999. Partnering with Army customers and aggressive research helped the team meet its target – by Jan. 31, 1999, the NULO balances included \$1.3 million over 360 days and \$2.7 million over 180 days. By Sept. 30, 1999, total Army NULOs were only \$14 million, with \$0 over 360 days and only \$12,000 over 180 days.

In June 1999, the newly-formed Air Force NULO team started with a NULO balance of \$99.1 million. By creating a Top Ten Concept that partnered Air Force customers with the DFAS team and by making onsite visits to DFAS Columbus, the Air Force NULO team exceeded the Sept. 30, 1999 target of \$43.9 million by \$900,000. By March 2000, the reductions were over \$56.6 million.

Additionally, a 39-member travel team processed an average of 7,000 travel vouchers per month for a total of \$3.7 million in disbursements. Diana Alldredge, Maria Barron, Spec. Jennifer Burns, Pedro Cadena, Guadalupe Chavarria, Wayne Curtis, Kathy Dawson, David Degollado, Elida DeLaCruz, Sgt. Johnny Dennis, Noretta Garza, Lou Germer, Maritza Gomez, Arthur R. Green-Rose, Cynthia Guillen, Sgt. Denny Harris, Linda Howell, Rosie Leyva, Staff Sgt. Victoria Ligons, Peggy Madison, JoAnn Martinez, Renita Martinez, Rosa Martinez, Sgt. Jo-Jay McInnis, Sgt. Tara Montgomery, Tonyia Morrison, Sgt. Jeremy Ortiz, Robert Petruskevich, Deborah Roberts, Vernon Robinson, Leticia Rodriguez, Martin Rodriguez, Sylvia Rodriguez, Marlene Schoen, Rebecca J. Sturzl, Spec. Evette Warren, Patricia Williams, Wanda Williams and Melissa Zamora consistently processed vouchers within three days of receipt. The team was also part of a Y2K effort to process all vouchers received by the established cutoff date of Dec. 27, 1999. From October 1999 through February 2000, the Travel Branch processed an average of 7,000 travel vouchers each month for a total of \$3.7 million in disbursements. Additionally, the team consistently processed vouchers within three days of receipt and worked with customers to also establish a 98 percent participation rate for Electronic Funds Transfer, or EFT. According to the award citation, the team accomplished its goals by its target date of December 27, 1999 without working compensatory or overtime while providing prompt, accurate service during its normal operations.

The Great Performer Award was created in 1994 to recognize and reward DFAS employees who exemplify and practice excellence in customer service. To date, DFAS has awarded only 316 Great Performer awards.

